

# SARMAD AHAMMED K

## AVIATION - PASSENGER/CUSTOMER SERVICE SPECIALIST

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### Summary

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- Dedicated and customer-focused Passenger/Customer Service Specialist.
- Having **Two years of experience** in providing exceptional service in the aviation industry.
- Proven track record of resolving customer complaints, handling difficult situations, and consistently meeting or exceeding customer satisfaction targets.
- Skilled in conflict resolution, communication, and problem-solving, with a strong passion for delivering outstanding customer experiences.

### Professional Experience

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#### Passenger Cum Customer Service agent

**AI Airport Service Limited (GHA) as Ground Staff - Handle Qatar Airways at Cochin International Airport Limited (CIAL) (03/ 2023-05/2024)**

- The check-in and check-out of lounge guests.
- Maintain guest accounts.
- Take reservations when required Assisting with all guest inquiries and directing internal and external phone calls.
- Ensure that all guests feel welcome and comfortable.
- Creating a welcome impression as an ambassador for the lounge at all times will be of utmost importance.
- May process food & beverage orders, and answer menu selection questions.
- Create guest moments and follow up with guests to ensure their requests have been resolved to their satisfaction.
- Process card payments and manage financial transactions accurately.
- Aircraft Turnaround Coordination.
- Coordinate with other departments, such as ground handling and cabin crew, to ensure smooth operations.
- Greet and assist passengers at check-in counters and boarding gates.
- Handle passenger complaints and resolve issues in a professional and timely manner.
- Assist passengers with special needs, such as wheelchair help or unaccompanied minors.
- Ensure compliance with airline policies and procedures, as well as safety and security regulations.

### Professional Education

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- **Foundation in Travel, Tourism, and Hospitality**  
Akbar Academy - Kerala, India (05/2024)

## Academic Education

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- **Graduation: BA in English Language and Literature**  
PTM Government College, Perinthalmanna - Calicut University (08/2023)
- **Higher Secondary in Commerce**  
HMS HSS, Thurakkal - Kerala Higher Secondary Board (03/2019)

## Key Skills

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### **Technical:**

- Galileo
- Amadeus
- IATA
- Haqiba (Qatar Airways MHB Software)

### **Professional:**

- Knowledge of aviation industry
- Aircraft coordination
- Customer / Passenger service
- Aviation rules and regulations
- Documentation and reporting
- Knowledge of reservation system
- Passenger safety

### **Soft Skills:**

- Communication and presentation
- Analytical and problem-solving
- Time management and organization
- Leadership and team management
- Attention to detail and accuracy
- Adaptability and flexibility
- Strategic thinking and planning
- Change management and implementation

## Languages Known

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- English (Read, Write, Speak)
- Malayalam (Read, Write, Speak)
- Hindi (Read, Write)
- Tamil (Speak Only)